
EMERGENCY MEDICAL SERVICES

MISSION

The mission of EMS is to enhance the health and welfare of the citizens of Durham County by providing a comprehensive, coordinated, pre-hospital health care delivery system that is efficient, effective and affordable. In emergency situations, this system should be able to deliver its product within 8 minutes or less. As a part of this mission, EMS is dedicated to providing a comprehensive public education program that will serve to educate the community in the proper use of the system to further enhance delivery of care and reduce system abuse.

PROGRAM DESCRIPTION

EMS serves the entire population of Durham County, and is generally divided into three categories: Advanced Life Support (ALS), Billing/Collections, and Education.

- Currently, EMS is providing 24 hours per day service from five core locations located within the City limits; Durham Regional Hospital Campus, Lincoln Community Health Center, Duke Campus, 2725 Holloway Street, and Durham Fire Department Station #5, located on Chapel Hill Road. In addition, one Paramedic is stationed at each of four volunteer fire departments, 24 hours a day. The Durham City Fire Department and Duke Rescue Service, (student volunteer service), provide 24 hour per day first responder assistance in pre-designated life threatening situations
- EMS is responsible for all billing and collection activities from the DRH campus site, which has recently been enhanced by the acquisition of a new computerized billing/collections system.
- Educational service has two categories that are mandatory EMS education, and public education. EMS, as an approved State teaching institution, provides mandatory initial and continuing education for all participants in the Durham County system. In addition, all mandatory OSHA instruction and refresher education is provided.

2002-03 ACCOMPLISHMENTS

- Completed the Lebanon facility renovations and relocation.
- Completed the new computerized billing/collections system:

- Renovated the primary EMS facility on the Durham Regional Campus to allow for more
- efficiency in the billing/collections process and to meet mandatory HIPAA Privacy and Security requirements.
- Completed land acquisition and planning phase for new LCHC EMS facility.
- Implemented the necessary measures to maintain current service levels under extreme budgetary reductions. This has been a difficult process. Unanticipated attrition and long-term illness/injuries have resulted in severe personnel shortages. This situation is compounded by the reduction of 8.45 FTE's to accommodate anticipated budget shortfalls. To date, service levels have been affected, but response times have been maintained, due largely to the assistance of the volunteer fire departments, and our ability to move a Paramedic from the new Lebanon facility on Russell Road back to the original Milton Road location.

2003-04 OBJECTIVES

- **Improve/Enhance Staffing/Recruitment Process**
A request for 4.0 additional personnel will accompany this year's budget request. New/expanded national recruitment processes are currently underway.
- **Identify satisfactory funding solutions to enable the current EMS system to continue to operate as efficiently as possible and to maintain existing response times.**
The volunteer fire departments continue to provide invaluable system resources while utilizing tax dollars assessed for fire district use. One department has already reduced their participation in the EMS system, and, unless the other departments are able to obtain more equitable funding, it is anticipated that their participation will also decrease. Any further reduction in this participation will place an impossible strain on the core service, and response times will increase accordingly. This is considered a definite life-safety issue.
- **Complete primary EMS facility renovations, LCHC EMS facility replacement, and identify a satisfactory location for the southwestern EMS station 5.**